















# Sewer Maintenance Environmental Management System

## 2016 Objectives & Targets















Goal	Objectives	Targets	Action Item	Responsible Party	External Correlation	Significant Aspects	Progress report
Improve Regulatory and Environmental Performance	Reduce and prevent reportable Sanitary Sewer Overflows occurrences	Reduce SSOs occurrences by 10% keeping the ratio below 1.6 spills per 100 miles of pipe per year by 31 Dec 2017	<ol style="list-style-type: none"> <li>1. Train appropriate staff on how to reduce the number of SSOs</li> <li>2. Identify and track root causes for the SSOs and delineate system wide maintenance concerns</li> <li>3. Assess needs for purchasing equipment, supplies, and new technologies for maintenance operations.</li> <li>4. Development of KPI's for Division</li> <li>5. Work with CIP Division to prioritize main replacement based on CCTV Inspections</li> </ol>	System ORC / Assistant Superintendents	 <b>CORPUD Multi-Year Business Plan</b>  Reliability  Operational Resiliency  Stakeholder Outreach  <b>City of Raleigh Strategic Plan</b>  Growth & Natural Resources	SSO Discharge Fuel Consumption Vehicle Idling Hydraulic Leak	
	Improve work prioritization performance across Sewer Maintenance-field operational programs	<ol style="list-style-type: none"> <li>1. Develop a Comprehensive hotspot sewer cleaning program by July 1<sup>st</sup> 2016</li> <li>2. Develop standard rules that will define high versus lower priority lines in support to an overarching easement policy by July 1<sup>st</sup> 2016</li> <li>3. Create a criteria for submission of jobs to CIP for completion</li> </ol>	1A - Develop a criteria to identify hot spots within the collection system 1B - Establish a maintenance priority criteria and timelines within the collection system 2A - Define the criteria for the identification of high versus lower priority lines 3A - Develop a criteria to identify triggers for escalation of jobs to CIP	1-System Superintendent for Maintenance 2- System Superintendent for Easements 3- System Superintendent for Repair	 <b>CORPUD Multi-Year Business Plan</b>  Customer Service  Operational Optimization  Reliability	SSO Discharge Fuel Consumption Vehicle Idling Hydraulic Leak Stream Bank Stabilization	
	Explore new technologies for the improvement of the maintenance & repair of the sewer collection system	Explore one new technology by 12 /2016 (TV heads on flush trucks, SL Rat, etc.)	<ol style="list-style-type: none"> <li>1. Study and implement technology into a pilot program</li> <li>2. Send representative staff to attend NCAWWA to learn about the new technology</li> </ol>	System Superintendents	 <b>City of Raleigh Strategic Plan</b>  Organizational Excellence		



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Goal	Objectives	Targets	Action Item	Responsible Party	Strategic Plan Goals	Significant Aspects	Progress report
Improve Regulatory and Environmental Performance	Maintain or exceed compliance with permit requirements	Inspect, flush, or CCTV 100% of the collection system by 31Dec 2017	<ol style="list-style-type: none"> <li>1. Strategically assign preventative maintenance zones.</li> <li>2. Address reactive maintenance concerns as needed.</li> <li>3. Allocate appropriate staff members and budget resources.</li> </ol>	System Maintenance Program Managers	 <b>CORPUD Multi-Year Business Plan</b>  Operational Optimization  Reliability  Stakeholder Outreach	Fuel Consumption Vehicle Idling Hydraulic Leak	
		Strategically cut 15% of total easements within the collection system by 31 Dec 2016	<ol style="list-style-type: none"> <li>1. Strategically assign easement cutting efforts associated with system easement maintenance cycle.</li> <li>2. Allocate appropriate staff members and budget resources.</li> </ol>	Easement Maintenance Program Manager	 <b>City of Raleigh Strategic Plan</b>  Growth & Natural Resources	Fuel Consumption Vehicle Idling SSOs	
	Protect the sewer collection system from introduction of grease and other contaminants	<ol style="list-style-type: none"> <li>1. Inspect 90% of 2 rated FSE's 2 times per year in 2016, inspect 90% of 3 rated FSE's 2 times per year in 2016</li> <li>2. Inspect 90% of identified Vehicle Maintenance Facilities in 2016</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop and assign rating system for Food Service Establishments</li> <li>2. Adjust inspection schedule to focus on higher risk establishments.</li> <li>3. Assign Vehicle Maintenance Facilities to FOG staff</li> <li>4. Begin compliance inspections on Vehicle Maintenance Facilities</li> </ol>	Industrial Pretreatment Coordinator – FOG	 <b>CORPUD Multi-Year Business Plan</b>  Reliability  Operational Resiliency  Stakeholder Outreach  <b>City of Raleigh Strategic Plan</b>  Growth & Natural Resources	SSOs	



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Improve efficiency of SM Operations	Develop Periods of Instructions (POIs) for each Significant Aspect (5 significant aspects)	Create 1 (SEA) POI by June 30, 2016.  Train 100% of staff on created POIs by Dec 31, 2016.	<ol style="list-style-type: none"> <li>Select target audience</li> <li>Design training outline</li> <li>Develop leaning activities</li> <li>Select training method</li> <li>Review course design</li> <li>Coordinate training logistics</li> <li>Implement the training</li> <li>Evaluate implementation</li> </ol>	Process Control Training Officer	 <b>CORPUD Multi-Year Business Plan</b>	SSO Discharge Fuel Consumption Vehicle Idling Hydraulic Leak Stream Bank Stabilization	
	Develop Standardized Sewer Maintenance Employee Training Program	Complete Repair Program's Operations Guide Book by 12/2015	<ol style="list-style-type: none"> <li>Select target audience</li> <li>Select desired essential skills to develop</li> <li>Prioritize skills based on complexity</li> <li>Develop POIs for each essential skills</li> <li>Prioritize training based on the complexity of the desired essential skill</li> <li>Implement training based on team member's job skills and experience</li> </ol>	Process Control Training Officer All Program Managers	 Employee Leadership & Development  Operational Optimization  Reliability  <b>City of Raleigh Strategic Plan</b>  Organizational Excellence  Growth & Natural Resources		
	Improve the efficiency of data gathering for CCTV and Easement inspections operations	<ol style="list-style-type: none"> <li>Complete and obtain PACP certification from NASSCO training and certification for CCTV Leads by 12/2016</li> <li>Complete and obtain MACP training and certification for Easement Inspectors by 12/2016</li> </ol>	<ol style="list-style-type: none"> <li>Complete PACP training for 6 CCTV operators</li> <li>Complete MACP for Easement Inspectors (10)</li> <li>Provide financial resources for training and recertification</li> <li>Determine training stream to capture employee turnover</li> <li>Evaluate the possibility of a dedicated NAASCO trainer</li> </ol>	Superintendent and Assistant Superintendent for sewer Maintenance and Easement			



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Improve communication with stakeholders and interested parties	Provide consumer awareness on issues impacting the sewer collection system	Develop new Public Information education campaign on disposable wipes by 12/2016	<ol style="list-style-type: none"> <li>1. Research other municipalities' campaigns on disposable wipes.</li> <li>2. Develop relationship with industry associations</li> <li>3. Research and Select the media to be used</li> </ol>	SMEMS Team PCTO Environmental Coordinator	 <b>CORPUD Multi-Year Business Plan</b>  <b>Operational Optimization</b>  Stakeholder Outreach  Customer Service  <b>City of Raleigh Strategic Plan</b>  Organizational Excellence  Growth & Natural Resources	SSO Discharge Fuel Consumption Vehicle Idling Hydraulic Leak Stream Bank Stabilization	